

Procurement Lifecycle Document for Complete Office Supplies Pty Ltd (COS)

CUAPCS2024 – Common Use Arrangement for Printing and Copying Machines and Solutions

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Company Details

Complete Office Supplies Pty Ltd (COS)

ABN: 92 001 634 715

ACN: 001 634 715



Contact information

General enquiries

Phone	1300 88 22 44
Email	customerservice@cos.net.au
Website(s)	www.cos.net.au
Admin hours	Monday to Friday 8.30am to 8.00pm AEST
Operations	Website 24/7

CUA Account Manager

Name	Paul Kaye
Mobile	0403 904 366
Email	paulk@cos.net.au

Name	Steve Clayton
Mobile	0451 196 552
Email	stevencl@cos.net.au

Buying methods

Panel C – Consumables

Based on the estimated value of the procurement, you may either engage a contractor directly or, if the value exceeds \$250,000, seek quotations from multiple contractors in accordance with the Buying Rules for [Printing and Copying Machines and Solutions CUAPCS2024](#).

Placing an Order

The COS “Best Customer Experience” is delivered every day to your end users.

Your dedicated Account Management team and our Customer Relations Helpdesk will ensure your workplace supplies requirements are understood and your company objectives are achieved.

Our team are available 8.30 AM – 8.00 PM AEST Monday to Friday.



Call toll-free number 1300 88 22 44 to talk to helpdesk staff



Email us at customerservice@cos.net.au for online support



Our online ordering website is www.cos.net.au which is available to access via desktop PC, laptop, smartphone and tablet devices including ‘Live Chat’.

Minimum Order Thresholds

- No minimum order thresholds apply.

Delivery

Deliveries typically occur between 8:30 AM and 5:00 PM.

Perth Metropolitan Area

COS provides CUAPCS2024 customers with free next-day delivery within the Perth metropolitan area.

Regional Deliveries

For regional orders placed before 2:00 PM on weekdays, goods will be dispatched overnight and delivered via COS's preferred suppliers. Please note that small regional orders may incur a small order fee, which will be displayed on COSnet.

Services

Disposal and recycling

Please contact your [CUA Account Manager](#) for more information on solutions available.

Return of rejected goods

Please contact your [General Enquiries](#) to request a return.

Phone	1300 88 22 44
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Account management and invoicing

Payment of Invoices

EFT/Direct Deposit

Pay on your Account via EFT – For account details please refer [Account Payment\(s\) / Invoicing Contact Details](#)

Account Name	Complete Office Supplies Pty Ltd
BSB	332-027
Account No	551155551
Remittances Email	accounts@cos.net.au

Credit Card/Payment Portal

Note: Contractors are not permitted to impose any surcharge for credit card payments, as per Section 21.6 Method of Payment in the General Conditions of Contract (August 2023).

Discounts

OEM Brand	OEM Minimum Discount	Remanufactured Brand	Compatible Minimum Discount
Lexmark	9%	Superprint	OEM + 25%
Kyocera	15%	Superprint	OEM + 25%
Ricoh	5%	Superprint	OEM + 25%
HP	26%	Superprint	OEM + 25%
Brother	14%	Superprint	OEM + 25%
Konica Minolta	19%	Superprint	OEM + 25%
Xerox	20%	Superprint	OEM + 25%
Laser	10%	Superprint	OEM + 25%
Canon	10%	Superprint	OEM + 25%
Epson	8%	Superprint	OEM + 25%

Account Payment(s) / Invoicing Contact Details

Name	Paul Kaye
Mobile	0403 904 366
Email	paulk@cos.net.au / accounts@cos.net.au

Name	Steve Clayton
Mobile	0451 196 552
Email	steven@cos.net.au / accounts@cos.net.au